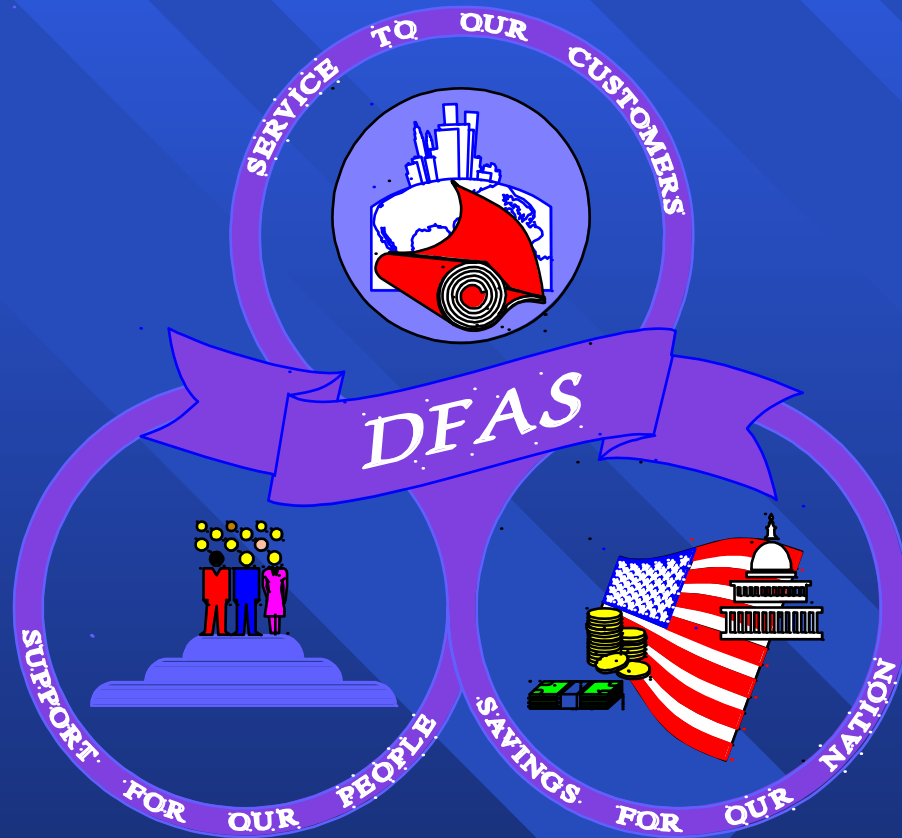


DFAS Service Day

ASMC PDI - 2000



Philadelphia, Pennsylvania

Employee Member Self Service (E/MSS) and Electronic LES

Mr. Jim Pitt

WHAT IS E/MSS

- Uses both Internet and IVR technology
- Empowers employees/members to make changes to their payroll record in a secure electronic environment
- Gives employee/member greater control over their payroll account
- Is a user friendly system
- Has a standard look and feel
- Saves time

E/MSS STATUS

- Phase 1 implemented February
 - Marine Corps (active and reserve)
 - Civilian Employees
 - Military retirees and annuitants
- Remaining active and reserve military will be implemented later this year
- Customer Support Unit (CSU) in place
- Developing lessons learned

E/MSS STATUS

- **For the period April 1-30**
 - **Total number of transactions processed**
 - Via the Internet 39,160
 - Via the phone (IVR) 6,276
 - **Total number of inquiries**
 - Via the Internet 92,955
 - Via the phone (IVR) 21,865

Customize Your
PIN!

ELECTRONIC LES

- Original concept
 - Electronic delivery via email was the way to go
 - Push the LES to the employee/member
- Customer concerns
 - Format didn't look like hardcopy
 - Added workload to collect email addresses
 - Security (LES sent unencrypted)
- Result: Customers did not want to proceed on this path

LES via E/MSS

- Revised concept

- Make LES available electronically to all DoD customers
- Give customer the option to stop receipt of hardcopy form

- Benefits

- Integrated look and feel under E/MSS
- Immediate satisfaction for the customer
- Format mirrors hardcopy LES
- LES data transmitted using same 128 bit